

City of Springfield, Missouri
CITIZENS' INFORMATION SERVICE

Control Number: _____

Date Received: November 18, 1975

Target Date for
Correction/Investigation: _____

Abatement Date: _____

PART I

Name of Caller Mrs. Danny Ruffin Location of Problem W. Helen and West Maple about

Address 609 N. Mahn 4400 block

Phone No. 865-4925

PART II

Nature of Inquiry: Request for Service _____ Complaint xx
Recommendation _____ Other _____

PART III

*Topic: Gentleman on West Maple paints cars for a living. Apparently rain water carries some of the paint into an open drainage ditch and close to or onto the Ruffin's property. Reportedly the Ruffin's little boy has developed a slight case of lead poisoning which they seem to relate to the spray paint.

Received By: Melinda Hipple Referred To: 1) Bob Corson 2) R. Lyman

Department: Sewer Operations 3) _____ 4) _____

PART IV

*Reply: I contacted Ted Jackson of the Health Dept., Lead Poisoning Section, and he indicated that the last test conducted on the Ruffins boy in August, 1975 was negative. The garage in question, Chuck's Auto Sales, is to the east of Mr. Ruffin's residence and down stream in the drainage system. At the time of my inspection (Nov, 18, 1975) there was no evidence of paint spillage onto the ground around his shop. Continued surveillance in this area will be conducted to insure that no paint or petroleum products enter the storm drainage system.

Drafted By: Bob Corson Date Citizen Advised: SEE ATTACHED

Department: Sewer Operations By: Phone _____ Letter _____ Other PH

Acknowledgment Sent: _____

*Attach additional sheets as needed

Form 001-CM (1-72)

609 N. Mahn

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CITIZENS' INFORMATION SERVICE

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PART I

Name of
Caller Mrs. Danny Ruffin

Location of
Problem W. Helen and West Maple about

Address 609 N. Mahn

4400 block

Phone No. 865-4935

PART II

Nature of Inquiry: Request for Service Complaint xx
Recommendation _____ Other _____

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Date Citizen Advised: _____

Department: Sewer Operations

By: Phone _____ Letter _____ Other _____

Acknowledgment Sent: _____

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Form 001-CM (1-72)

609 n. mahn

CITIZENS' INFORMATION SERVICE FORM

Using the Form

This form is a tool. The important thing is that you use it in such a way that you obtain the desired final result--the fulfilling of the information/service request or the alleviation of the complaint.

Use of the form is relatively simple. Prepare the minimum copies required--multi-department or section inquiries will require additional copies to permit concurrent processing. One copy shall be forwarded to the Manager's office on the day the form is initiated and/or received by a department. The original will be forwarded on the day abatement/action is completed. When a lengthy investigation or project results from an inquiry, close-out this form and reference the investigation or project applicable.

The Department Information Service Coordinator(s) shall be responsible for assigning control numbers. The first control number is assigned by the department initially receiving the inquiry. Subsequent control numbers will be assigned by the receiving departments when routing to another department occurs.

Good judgement will dictate the target date for correction/investigation, but normally, abatement/action should be taken within 24 hours--always notify the person making the inquiry. When a target date has not been met, acknowledgment that the action is being taken shall be sent to the person and recorded in Part IV.

PART I

Note the name, address, and the telephone number of the inquirer. Where the problem originates can be important, so indicate the specific location.

PART II

Is the inquiry a request for service? A complaint? A recommendation? Other, such as an inspection? Check the appropriate blank.

PART III

Topic: Here briefly note the nature of the inquiry. Be sure (1) that you understand it and (2) that the person has given you sufficient information. To accomplish point 2, it often is necessary to repeat the information that you received.

Note your name as having received the inquiry and your department.

PART IV

From this point, the form will follow the procedure set-up in your department. Normally, a coordinator will log, route, and monitor the action being taken and will assign this form to the person or section to make the investigation and draft the reply. Complete the blocks accordingly.

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Do Not Go On - On This

Danny Ruffin

4609 W. Maple

Re: Cleaning of ditch beside his property (adj. to Leggett & Platt)

Doesn't want to clean - polluted water would
run down on neighbors - smells like pesticide??

Maybe from Leggett & Platt or Frisco??

Someone from City told him to clean ditch

Gave him 5 days (to 25th?)

Reported by D. N. R.
Stephen Krutace

~~Jack Glavin??~~

Amie wrote —

Man wrote C.M. —

Ant C.M. said Man going to court —

4609 W. Maple